

# HELM Mobile Sync

## User Manual

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# 1 Overview

The *HELM Mobile Sync* software tool is an application developed for synchronizing data (assignments, reading results, applications, etc.) between desktop computers and handheld terminals.

## 1.1 Functions

The *HELM Mobile Sync* software tool supports the following range of functions:

- **File synchronization** – send, receive and delete files on terminal
- **Application synchronization** – install new applications and track application versions
- **Application licensing** – register newly installed applications

## 1.2 Various communication channels

The HELM Mobile Sync is able to synchronize data via various communication interfaces:

- **Local** – via USB or RS232 using MS ActiveSync
- **Remote** – via GPRS, Wi-Fi using HELM Mobile SyncData

## 2 Installation

This section describes installation procedure of *HELM Mobile Sync* on your desktop PC.

### 2.1 System requirements

To be able to run *HELM Mobile Sync*, your PC must be equipped with one of the following operating systems:

- Windows XP
- Windows Vista
- Windows 7

For *HELM Mobile Sync* to work properly additional system components must be installed on your desktop PC:

- MS ActiveSync
- .NET Framework 4.0

### 2.2 Administrator privileges

Administrator privileges are required for installation and licensing of *HELM Mobile Sync*.

### 2.3 Installation procedure

Follow steps below to complete the installation:

1. Start the installation by clicking on “Setup.exe” file and then follow the instructions of the setup wizard shown below.

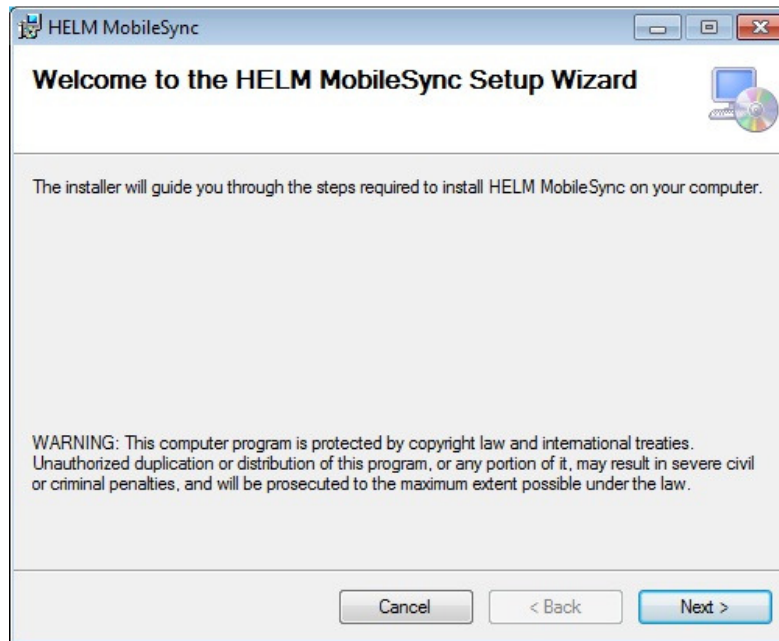


Image 2-1 Setup wizard

2. Click "Next" to start the installation procedure.
3. Change destination folder if you want and click "Next".

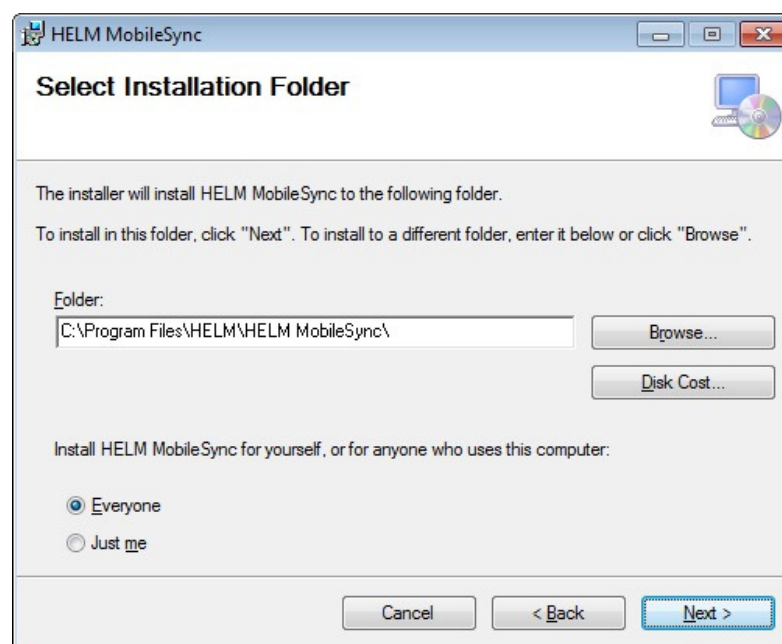


Image 2-2 Setup wizard - step 3

4. Confirm installation by clicking on the "Next" button.

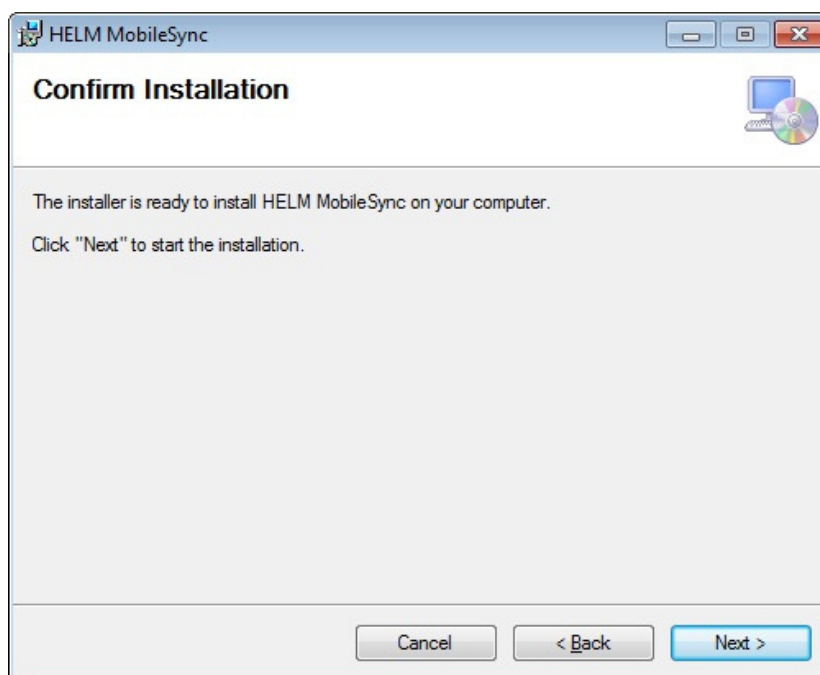


Image 2-3 Setup wizard - step 4



Administrator privileges are required to continue installation, if you do not provide them the installation



5. Follow installation progress.

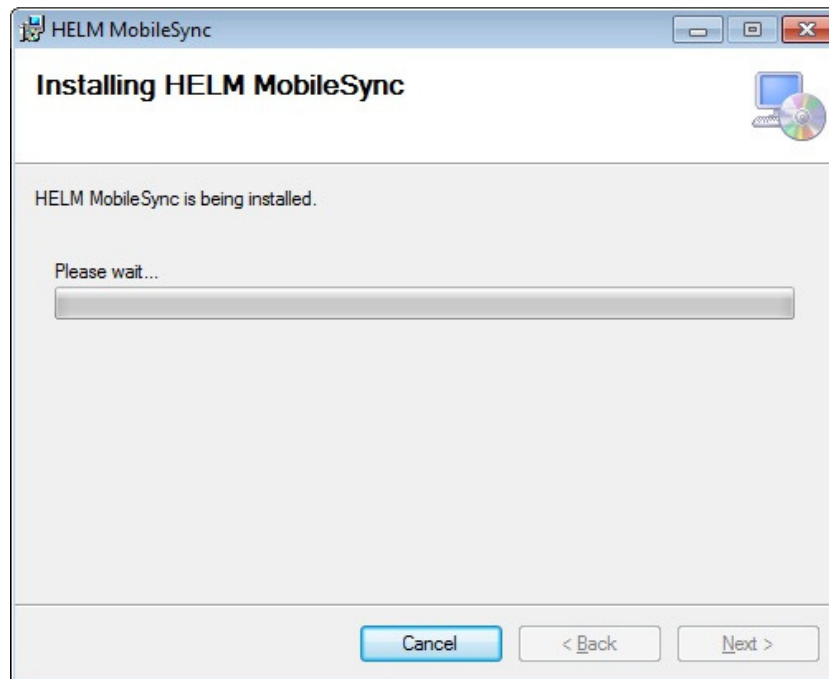


Image 2-4 Setup wizard - step 5

6. When the installation is finished click "Close".

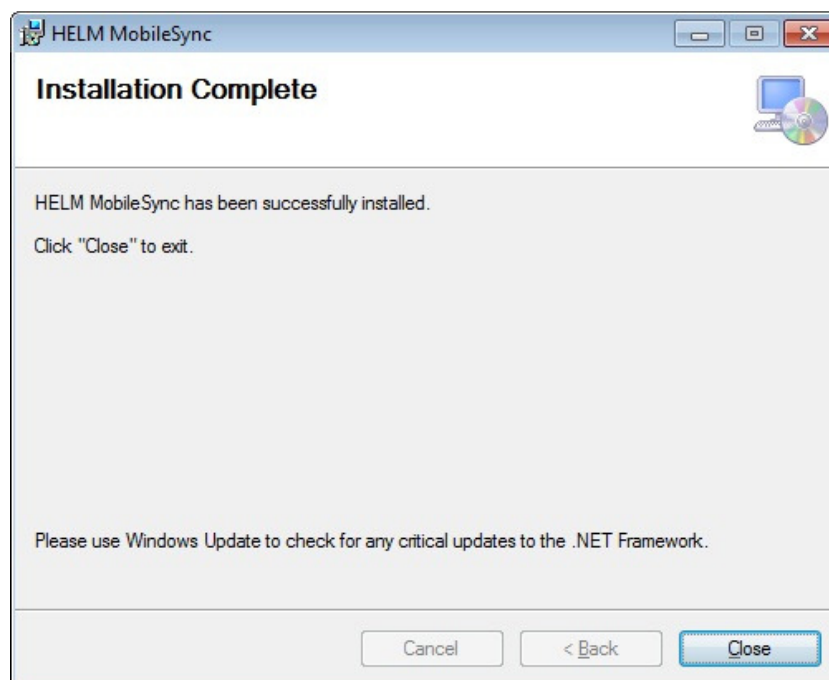


Image 2-5 Setup wizard - step 6

## 3 Licensing

This section describes licensing concept and steps needed to complete licensing of *HELM Mobile Sync* software tool.

### 3.1 Licensing concept

After successful installation and before any use of the software the *HELM Mobile Sync* must be licensed. For this purpose user has to send registration data to *HELM d.o.o.* license department, in return the user will obtain license key which than has to be entered in the registration form.

### 3.2 Licensing procedure



Administrator privileges are required for successful completion of licensing. Under Windows 7 you can achieve this by right clicking on the application icon and then selecting Properties -> Compatibility -> Run this program as an administrator checkbox.

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Follow the steps bellow to complete the licensing procedure:

1. Start the application by double clicking on the *HELM Mobile Sync* icon.

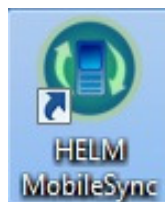


Image 3-1 HELM Mobile Sync icon

2. Information window will pop up. Click “OK” to proceed with registration.



Image 3-2 Registration required information window

3. In the “Registration” window click on “Send data” button.

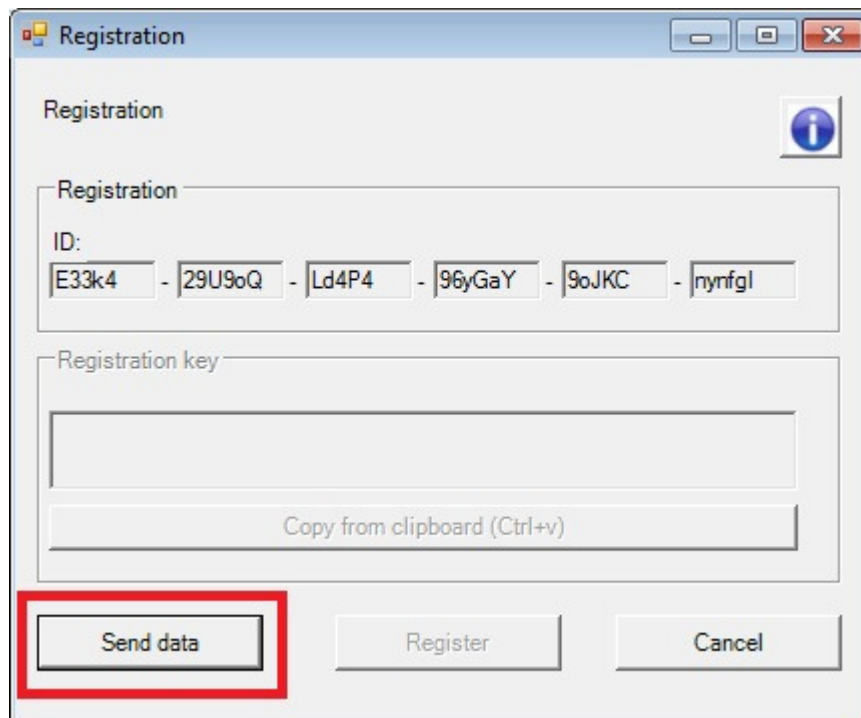


Image 3-3 Registration window

4. Fill the “User info” form with correct data and click on “Send e-mail” button to send registration data.

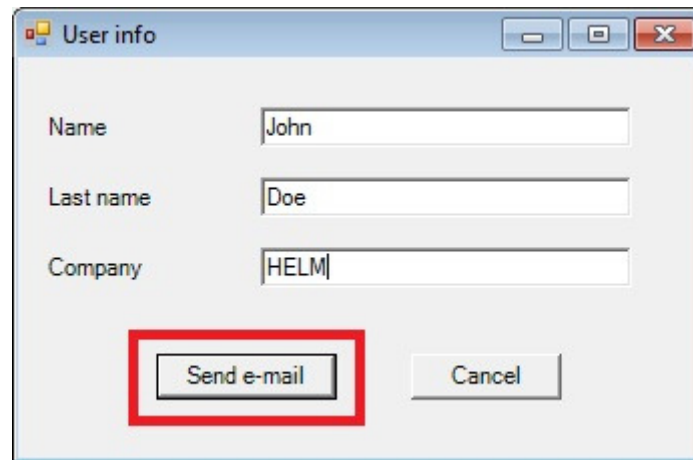


Image 3-4 User info window



All “User info” fields have to be filled.

- Name
- Last name
- Company

5. Your default e-mail client will pop up with license required e-mail ready to be sent. By sending license request e-mail you have successfully completed the first step of obtaining your license key.

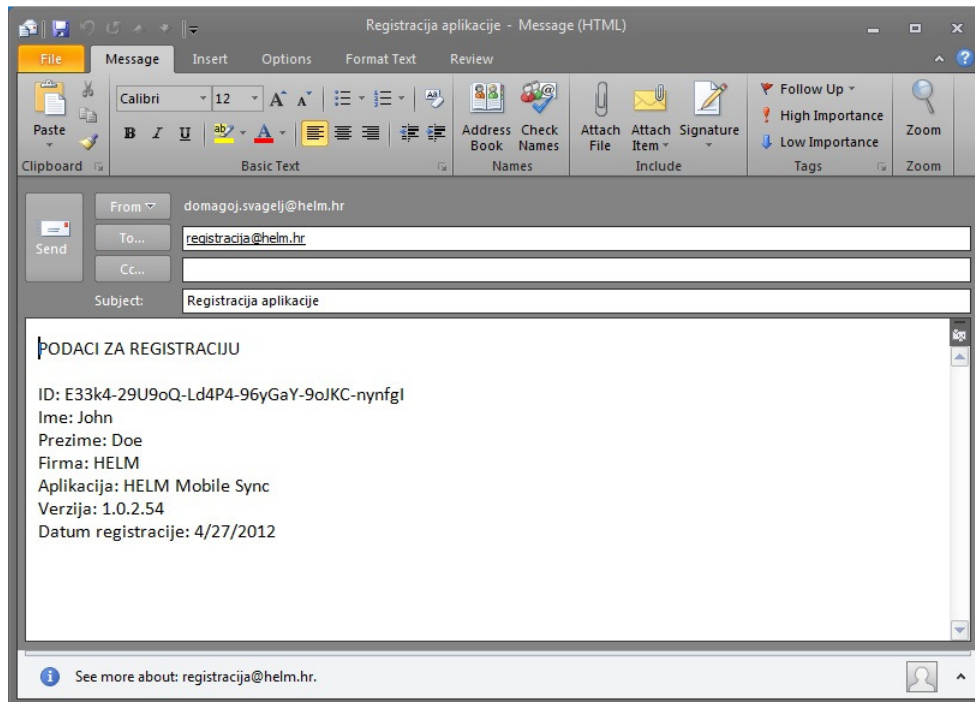


Image 3-5 License request e-mail

6. After few minutes you will receive an e-mail with your license key.

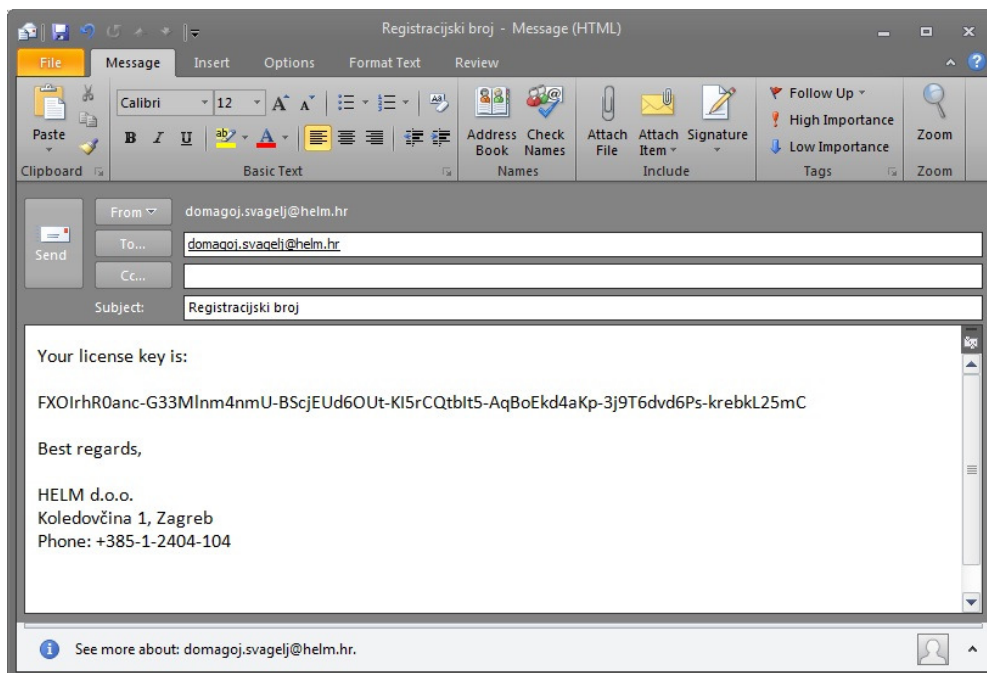


Image 3-6 Example of an e-mail with license key

7. Copy your license key into “Registration key” (1) field on the “Registration” form and click on the “Register” (2) button.



You can use Windows shortcuts to copy and paste your license key.

- Ctrl+C – copy
- Ctrl+V – paste

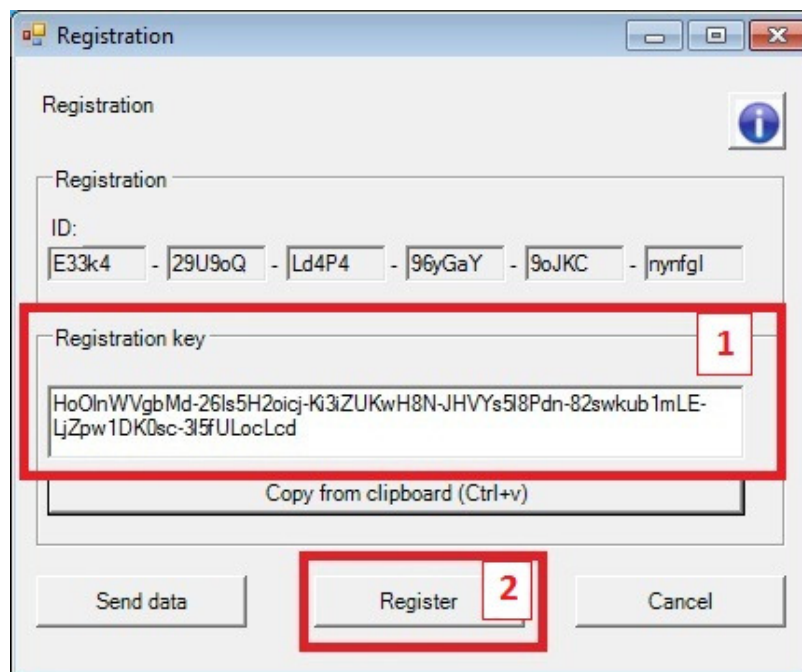


Image 3-7 Register

8. Click “OK” to complete licensing procedure. Restart application.

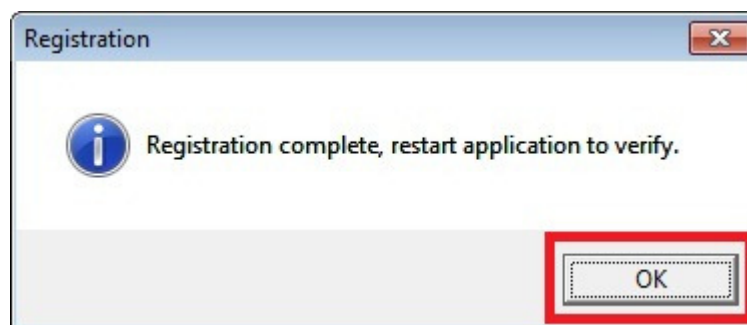


Image 3-8 Registration complete

## 4 User Interface

This section describes *HELM Mobile Sync* user interface.

### 4.1 Overview

The *HELM Mobile Sync* user interface is divided in two meaningful general areas which consist of:

1. **File**
  - for use with actions like settings manipulation, application info, and application exit.
2. **Manual reading**
  - for use with terminal functions

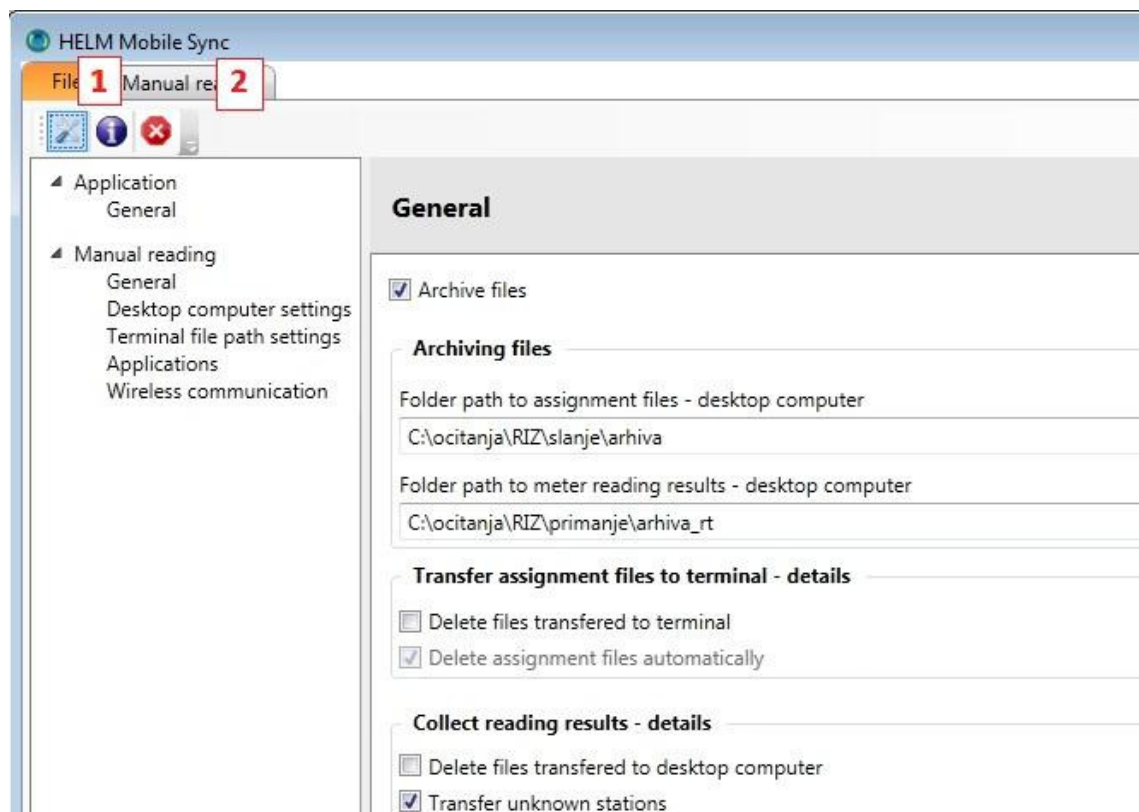


Image 4-1 HELM Mobile Sync - user interface

## 4.2 File tab

The *File tab* consists of the following areas:

1. Toolbar – contains function buttons
2. General area – gets populated with UI controls depending on the pressed toolbar button

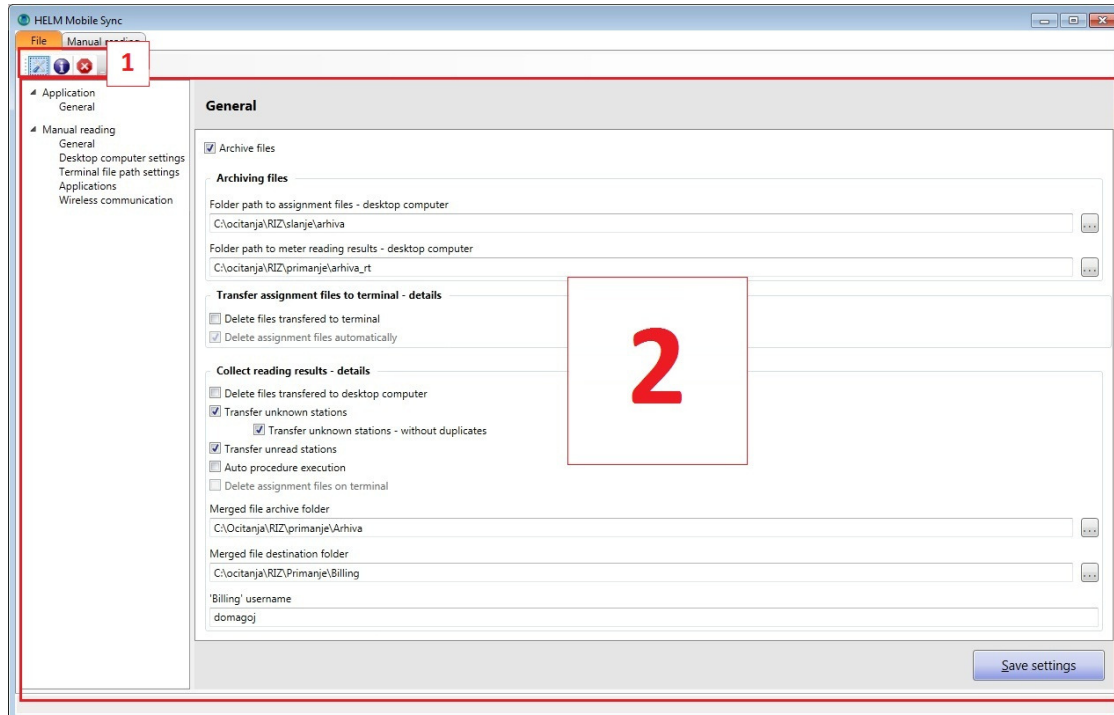


Image 4-2 File tab UI areas

### 4.2.1 File tab toolbar



Image 4-3 File tab toolbar

The “File tab” toolbar contains the following buttons:



**Settings** – calls up application settings



**Info** – calls up *HELM Mobile Sync* information window



**Exit** – exits application



### 4.2.2 File tab general area

Depending on the pressed button in the “File tab” toolbar, general area will be populated with appropriate UI controls. In case of *HELM Mobile Sync*, general area will only be populated when “Settings” button is pressed.

## 4.3 Manual reading tab

The *Manual reading tab* consists of following areas:

1. **Terminal list** – list of all connected terminals
2. **Terminal info** – terminal information
3. **Terminal functions** – synchronization functions

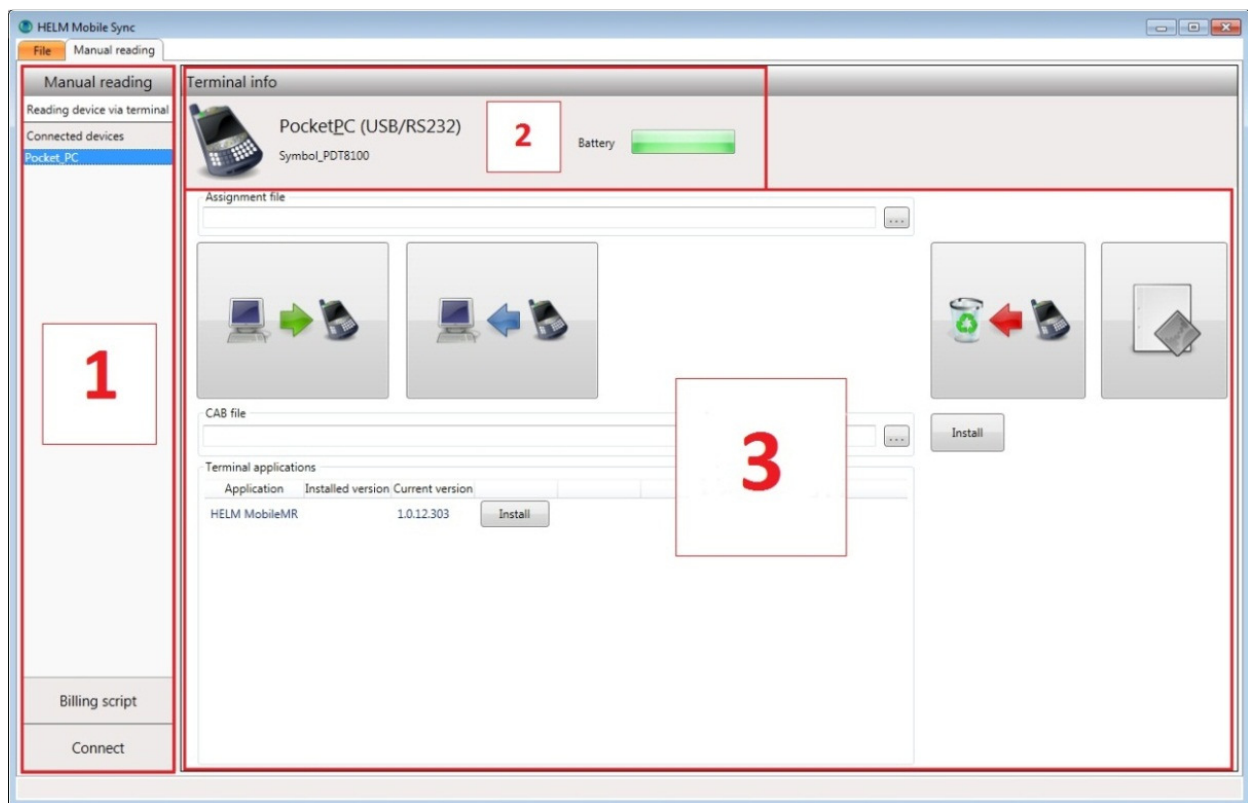


Image 4-4 Manual reading UI areas

### 4.3.1 Terminal list



Terminal list contains a list of all connected terminals. A single terminal can be selected by clicking on it. Depending on the selected terminal other areas of the “Manual reading” user interface will be populated.

Image 4-5 Terminal list

### 4.3.2 Terminal info

Terminal info displays following terminal information:

- Terminal name – terminal friendly name (e.g. MyTerminal)
- Battery status – level of battery
- Terminal type – e.g. Motorola, Symbol, etc.
- Connection type – e.g. wireless, USB, etc.

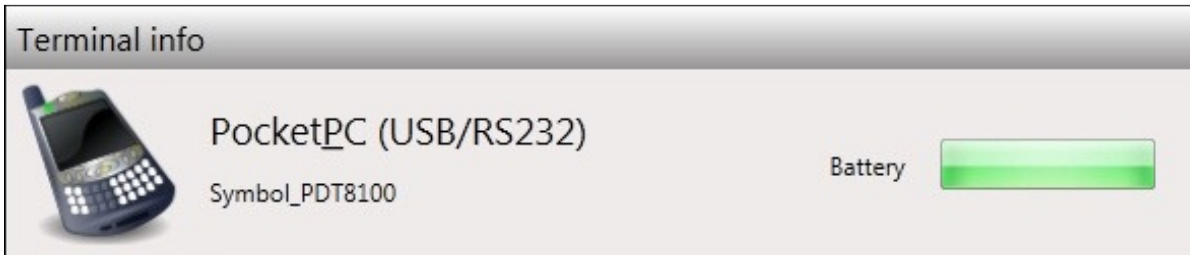


Image 4-6 Terminal info

### 4.3.3 Terminal functions

Terminal functions area contains UI controls for executing terminal synchronization functions. The use and application of terminal functions is described in detail in chapter 6.




Image 4-7 Terminal functions

## 5 Settings

This section describes *HELM Mobile Sync* settings.

### 5.1 Overview

Clicking on the settings button  in the “File tab” toolbar, calls up the *HELM Mobile Sync* settings. Settings will show up in the general area of the “File tab” as described in previous chapter (4.2).

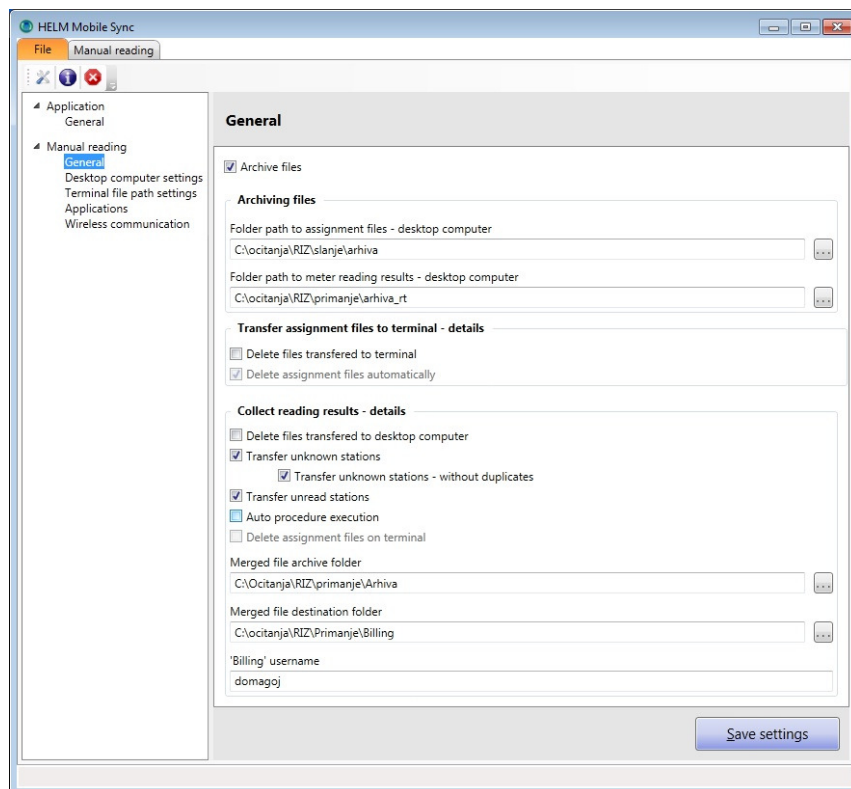


Image 5-1 HELM Mobile Sync settings



Settings have to be saved when edited. The settings will be permanently saved once the application is exited. Application must be restarted for some settings to be applied.

## 5.2 Using settings

### 5.2.1 Read setting

By selecting one of the available settings in the tree list, user gets access to selected settings. The appropriate settings will be displayed next to the tree list.

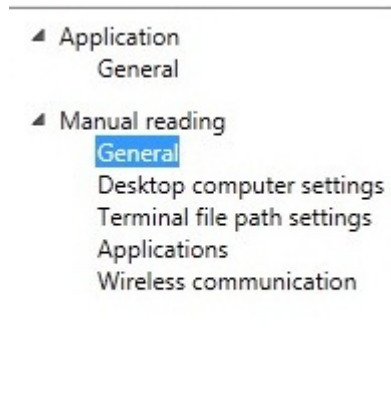
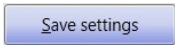


Image 5-2 HELM Mobile Sync settings tree list

### 5.2.2 Edit settings

Depending on the settings type the desired setting can be edited to the user's needs. How to edit a specific setting is described in chapters 5.3 and 5.4.

### 5.2.3 Save settings

Once the settings have been edited they can be saved by clicking on the  button. Information window will be displayed containing information that the settings have been saved.

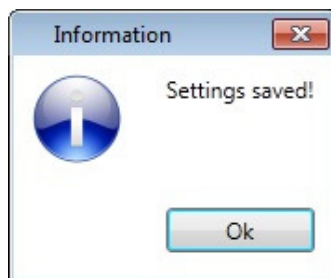


Image 5-3 Settings saved



The settings will be permanently saved once the application is **exited**. Application must be restarted for some settings to be applied.

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### 5.3 General application settings

General application settings contain settings that apply to the whole *HELM Mobile Sync* application.

For general application settings to show up, “General” item under the “Application” tree item must be selected.

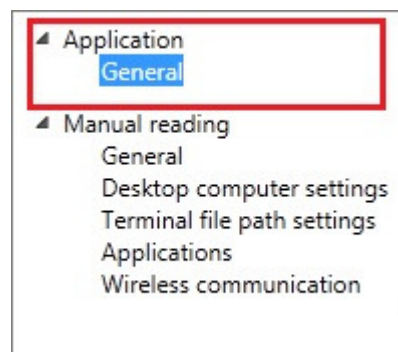



Image 5-4 General application settings

The general application settings will be displayed on the right hand side of the tree list. The following settings can be edited:

- **Log file**
  - log file path can be edited by typing in the text box or by clicking on the  button
- **Preferred language**
  - language can be selected by clicking on the radio button beside the preferred language

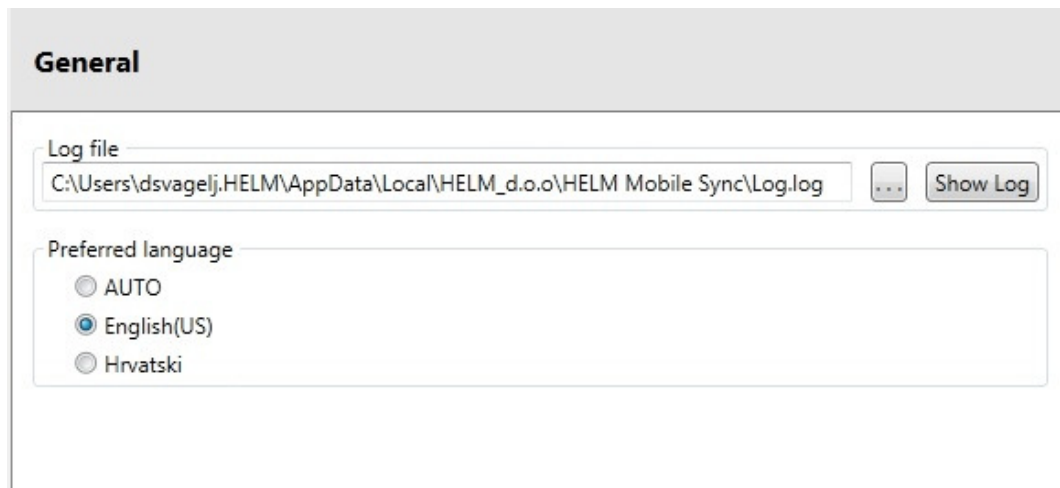


Image 5-5 General application settings



Settings have to be saved when edited. The settings will be permanently saved once the application is exited. Application must be restarted for some settings to be applied.

## 5.4 Manual reading settings

Manual reading settings contain settings that apply to the terminal synchronization functions.

For manual reading settings to show up any of the items listed under the “Manual reading” tree item has to be selected.

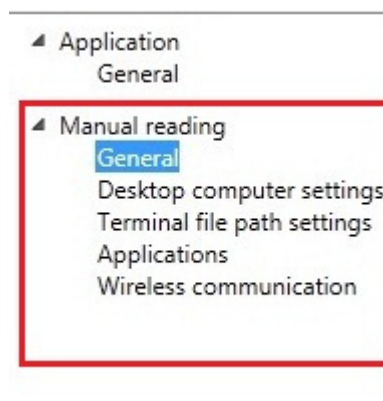



Image 5-6 Manual reading settings

The manual reading settings will be displayed on the right hand side of the tree list. The following group of settings can be edited:

- **General** – general settings about manual reading synchronization functions
- **Desktop computer settings** – desktop computer settings
- **Terminal file path settings** – terminal settings
- **Applications** – list of terminal applications
- **Wireless communication** – list of terminal IP addresses



#### 5.4.1 General settings

In “General” the following settings can be edited:

- **Archive files**
  - to archive assignment and result files that have been uploaded or downloaded from the terminal this setting has to be checked
- **Archiving files**
  - if the “**Archive file**” setting is checked folder paths to assignment and result file archives can be set by typing in the text boxes or by clicking on the  button
- **Transfer assignment files to terminal – details**
  1. “**Delete files transferred to terminal**” - to automatically delete uploaded assignment files this setting has to be checked
  2. “**Delete assignment files automatically**” - to automatically delete any old assignment files before uploading new assignment files to terminal this setting has to be checked



- **Collect reading results – details**

1. ***“Delete files transferred to desktop computer”*** - to automatically delete result files on the terminal that have been downloaded to desktop computer this setting has to be checked
2. ***“Transfer unknown stations”*** - to download any unknown meter results this setting has to be checked
3. ***“Transfer unread stations”*** - to download empty results of unread meters this setting has to be checked
4. ***“Auto procedure execution”*** - to download results automatically on one click this setting has to be checked
5. ***“Delete assignment files on terminal”*** - to automatically delete assignment files on terminal this setting has to be checked
6. ***“Merged file archive folder”*** - to archive merged meter reading result files, set by typing in the text box or by clicking on the  button
7. ***“Merged file destination folder”*** - folder of merged meter reading result files can be set by typing in the text box or by clicking on the  button
8. ***“Billing username”*** - type in billing username

**General**

☒ Archive files

**Archiving files**

Folder path to assignment files - desktop computer  
 ...

Folder path to meter reading results - desktop computer  
 ...

**Transfer assignment files to terminal - details**

☐ Delete files transferred to terminal  
☒ Delete assignment files automatically

**Collect reading results - details**

☐ Delete files transferred to desktop computer  
☒ Transfer unknown stations  
☒ Transfer unknown stations - without duplicates  
☒ Transfer unread stations  
☐ Auto procedure execution  
☐ Delete assignment files on terminal

Merged file archive folder  
 ...

Merged file destination folder  
 ...

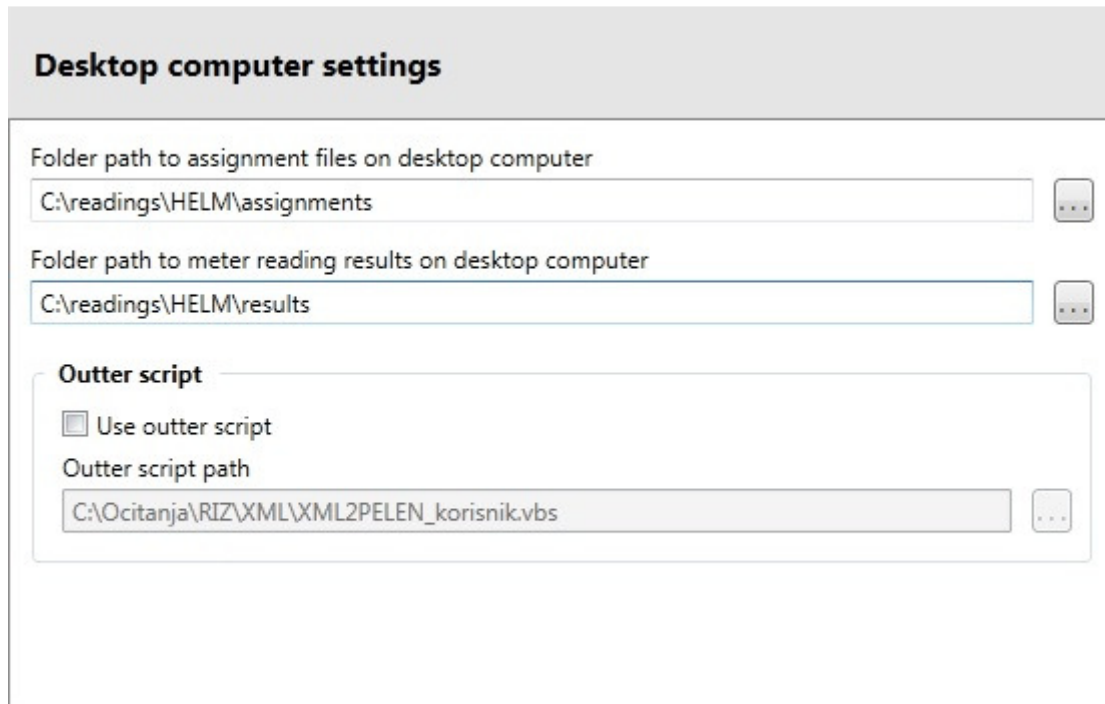
'Billing' username

Image 5-7 Manual reading general settings

### 5.4.2 Desktop computer settings

In “Desktop computer settings” the following settings can be edited:

- **Folder path to assignment files on desktop computer**
  - path to folder containing assignment files can be set by typing in the text box or by clicking the ... button
- **Folder path to meter reading results on desktop computer**
  - folder path where to download reading results can be set by typing in the text box or by clicking on the ... button



**Desktop computer settings**

Folder path to assignment files on desktop computer  
C:\readings\HELM\assignments

Folder path to meter reading results on desktop computer  
C:\readings\HELM\results

**Outter script**

☐ Use outter script

Outter script path  
C:\Ocitanja\RIZ\XML\XML2PELEN\_korisnik.vbs

Image 5-8 Desktop computer settings

### 5.4.3 Terminal file path settings

In “Terminal file path settings” the following settings can be edited:

- **Folder path to assignment files on terminal**
  - folder paths to assignment files on terminal can be added, edited or removed by clicking on the appropriate action buttons on the right
- **Folder path to meter reading results on terminal**
  - folder paths to reading results files on terminal can be added, edited or removed by clicking on the appropriate action buttons on the right

**Terminal file path settings**

Folder path to assignment files on terminal

Device type	Application name	Folder
Motorola_MC75	HELM MR	\Storage Card\HELM\Mobile\in
Unknown	HELM MR	\Application\HELM\Mobile\in
Motorola	HELM MR	\Storage Card\HELM\Mobile\in
Symbol_PDT8100	HELM MR	\Application\HELM\Mobile\in

Add Remove Edit

Folder path to meter reading results on terminal

Device type	Application name	Folder
Symbol_PDT8100	HELM MR	\Application\HELM\Mobile\Out
Motorola	HELM MR	\Storage Card\HELM\Mobile\out
Motorola_MC75	HELM MR	\Storage Card\HELM\Mobile\out
Unknown	HELM MR	\Application\HELM\Mobile\Out

Add Remove Edit

Image 5-9 Terminal file path settings

## 5.4.4 Applications

In “Applications” the following settings can be edited:

- **Application list**
  - terminal applications can be added, edited or removed by clicking on the appropriate action buttons

**Applications**

Application list

Application name	Executable file path on terminal	CAB file path on desktop computer
HELM Mobile DataSync	\Program Files\HELM MobileSD\HELM.Mobile.SyncData.exe	C:\Users\dsvagelj\HELM\Desktop
HELM MobileMR	\Program Files\HELM MobileMR\HELM.Mobile.MR.exe	C:\Users\dsvagelj\HELM\Desktop

Add Remove Edit

Image 5-10 Application list settings

### 5.4.5 Wireless communication

In “Wireless communication” the following settings can be edited:

- **IP list**
  - terminal IP's can be added, edited or removed by clicking on the appropriate action buttons on the right

**Wireless communication**

IP list

Name	Terminal IP
John Doe	192.168.1.23

Add  
Remove  
Edit

Image 5-11 Wireless communication settings

## 6 Application of terminal synchronization functions

This section describes in detail the use and application of *HELM Mobile Sync* terminal functions.

### 6.1 Functions overview

The *HELM Mobile Sync* provides the following terminal functions:

Table 6-1 Function overview

Function	Description
Connect to terminal	Connects the <i>HELM Mobile Sync</i> with the terminal.
Transfer assignment files	Uploads assignment files from desktop computer to terminal.
Collect meter reading results	Downloads meter reading results from terminal to desktop computer.
Delete files	Deletes assignment files on terminal.
Install new applications and track their versions	Installs applications and tracks versions of already installed applications.
Terminal application licensing	Helps users to easily license HELM applications.
Prepare results for Billing system	Prepares meter reading result files for “Billing” system.

## 6.2 Connecting to terminal

---



Before any functions can be executed a terminal has to be accessible via one of the following communication interfaces:

- USB or RS232 (trough the use of MS ActiveSync)
  - WiFi or GPRS (trough the use of HELM Mobile SyncData)
- 

To display terminal functions the **Manual reading** tab must be selected.

### 6.2.1 Connecting to terminal via USB or RS232 procedure

To connect to the terminal the following steps have to be completed:

1. Check whether terminal is correctly connected to *MS ActiveSync*.
- 



On Windows you can do that by being able to browse the terminal with „Windows explorer“ or by checking MS ActiveSync connectivity.

---

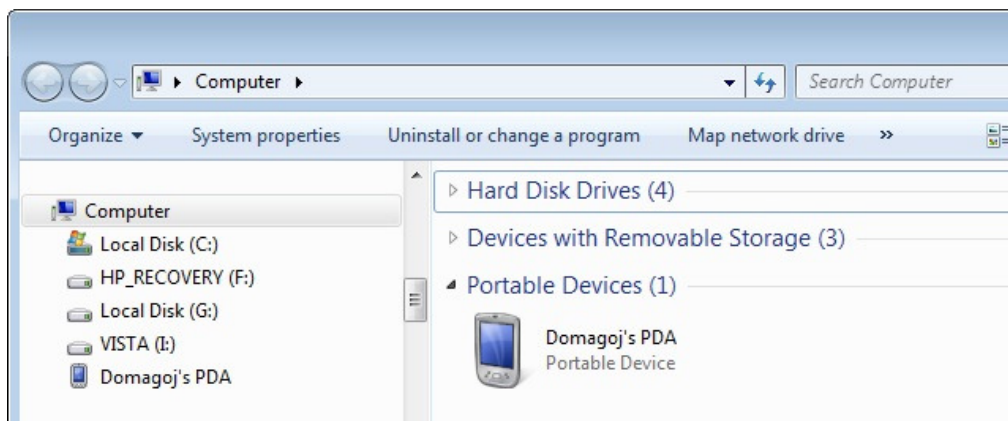


Image 6-1 Windows explorer – PDA connected



Image 6-2 MS ActiveSync connectivity window on Windows 7

2. Select terminal from the “Connected devices” list.



If the terminal is not connected properly to your desktop computer it won't be listed in the „Connected devices“ list.



To connect to desired terminal click with your mouse pointer on it.

Image 6-3 Connected devices list



## 6.2.2 Connecting to terminal via Wi-Fi or GPRS procedure

---



To be able to use this function *HELM Mobile SyncData* has to be installed and running on the terminal.

---

To connect to the terminal the following steps have to be completed:

1. Click on the  button under “*Connected devices*” list.

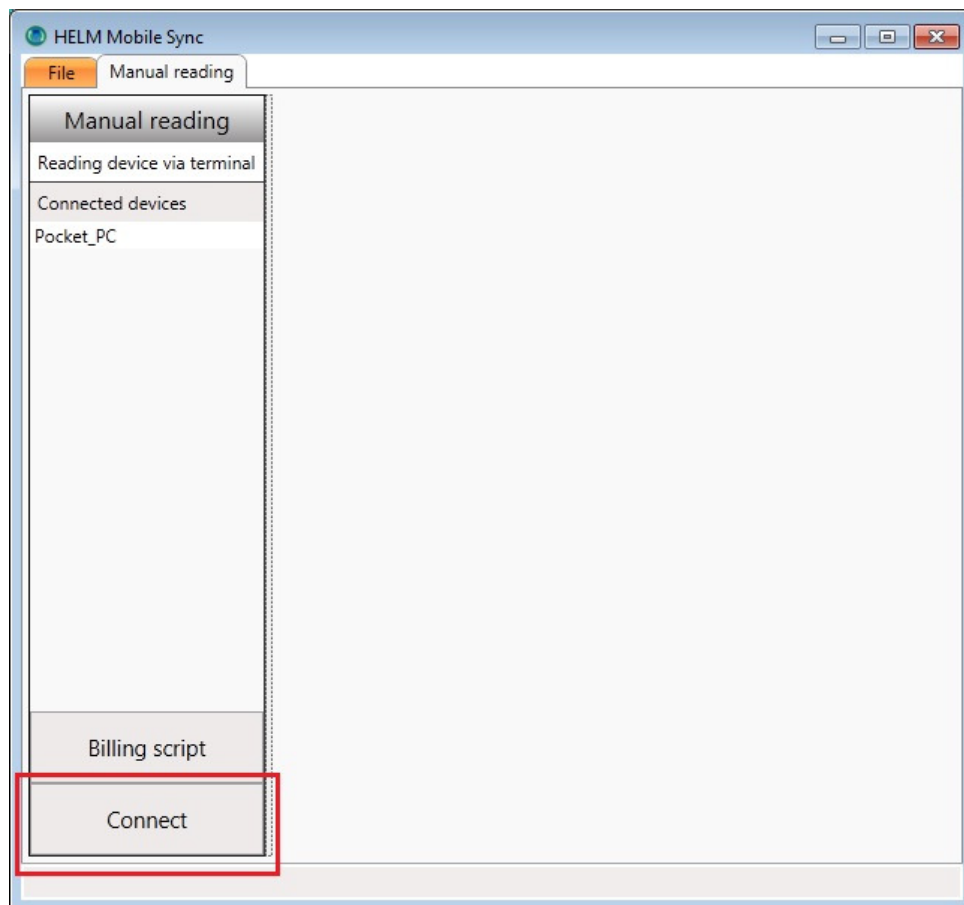


Image 6-4 Connect button

2. Enter a valid IP address in the „Terminal IP“(1) text box or select one from the „Address list“(2) on the „Connect“ window.

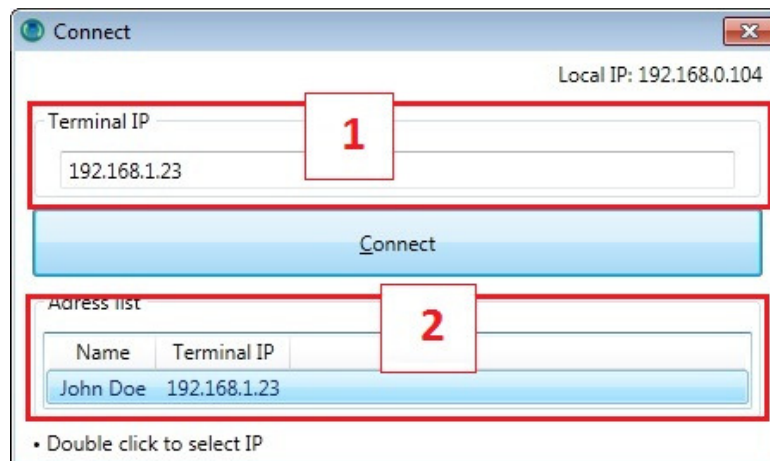


Image 6-5 Connect window



If you want to edit the address list you can do that by editing the „Manual reading -> Wireless communication“ settings described in chapter 5.4.5.

3. Click on the “Connect” button.

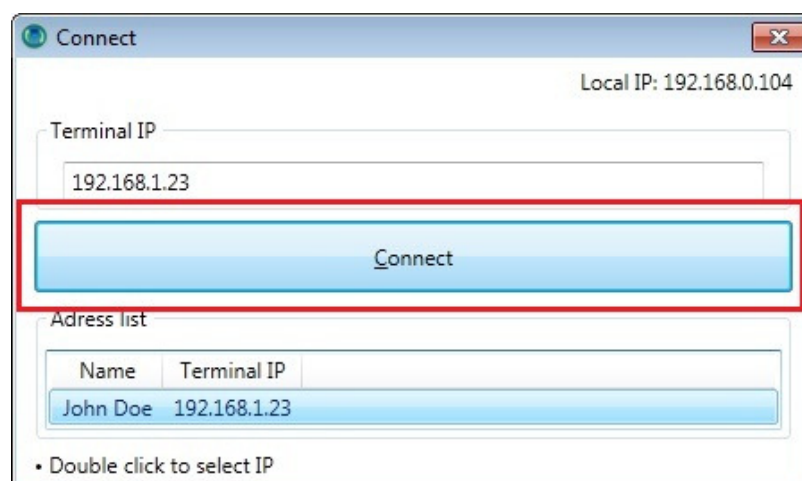


Image 6-6 Connect window



In case of failed connection or wrong IP address an appropriate warning window will show up.

---

4. Select terminal from the “Connected devices” list. Wirelessly connected terminals will have an indicator next to their names.



To select desired terminal click with your mouse pointer on it.

Image 6-7 Connected devices list



Click on button to disconnect from terminal.

---

## 6.3 Transferring assignment files

### 6.3.1 Transfer assignment files procedure

---



The following settings have to be correctly set prior to using this function:

- Manual reading -> Transfer assignment files to terminal - details
  - Manual reading -> Desktop computer settings - > Folder path to assignment files on desktop PC
  - Manual reading -> Terminal file path settings -> Folder path to assignment files on terminal
- 

To transfer assignment files to terminal the following steps have to be complete:

1. Connect to terminal if not already connected.



2. Click on the button to start the procedure.
3. Choose application from the drop down list to which you want to upload assignment files.

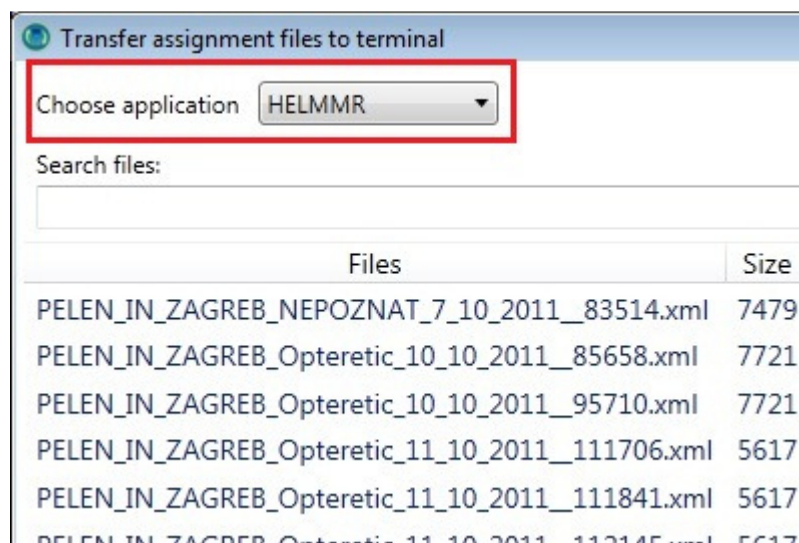


Image 6-8 Choose application

4. Select assignment files from the list that you want to transfer.

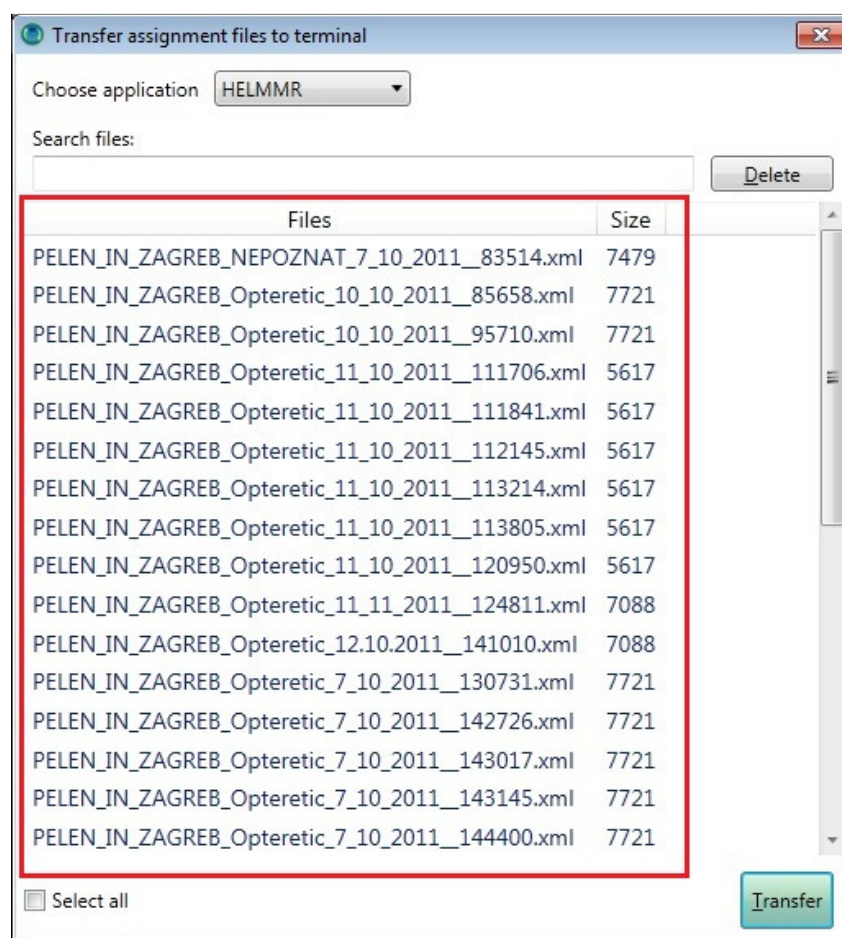
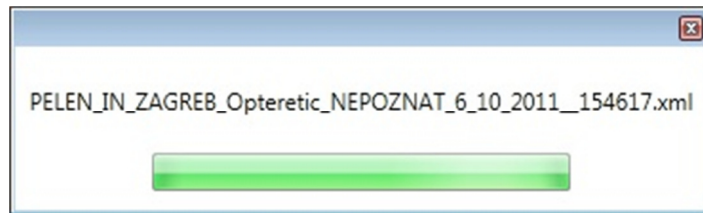


Image 6-9 Select assignment files from the list

5. Click on the  button to upload the selected files to the terminal.




During upload a progress bar will be displayed for each file that is being transferred to the terminal.



### 6.3.2 Transfer single assignment file procedure

To transfer assignment files to terminal the following steps have to be complete:

1. Connect to terminal if not already connected.
2. Click on the  button and select assignment file you wish to upload.

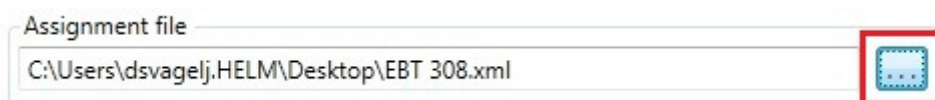



Image 6-11 Single assignment file selection



3. Click on the  button to start the procedure.
4. Follow steps 3 to 5 for “Transfer assignment files procedure” described in chapter 6.3.1.

## 6.4 Collecting meter reading results procedure

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The following settings have to be correctly set prior to using this function:

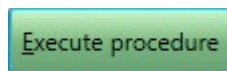
- Manual reading -> Collect reading results - details
  - Manual reading -> Desktop computer settings - > Folder path to meter reading results on desktop PC
  - Manual reading -> Terminal file path settings -> Folder path to meter reading results on terminal
- 

To download meter reading result files the following steps have to be completed:

1. Connect to terminal if not already connected.



2. Click on the button to display the procedure window.



3. Click on the button to start the procedure.

4. Choose application from which you want to download meter reading results.

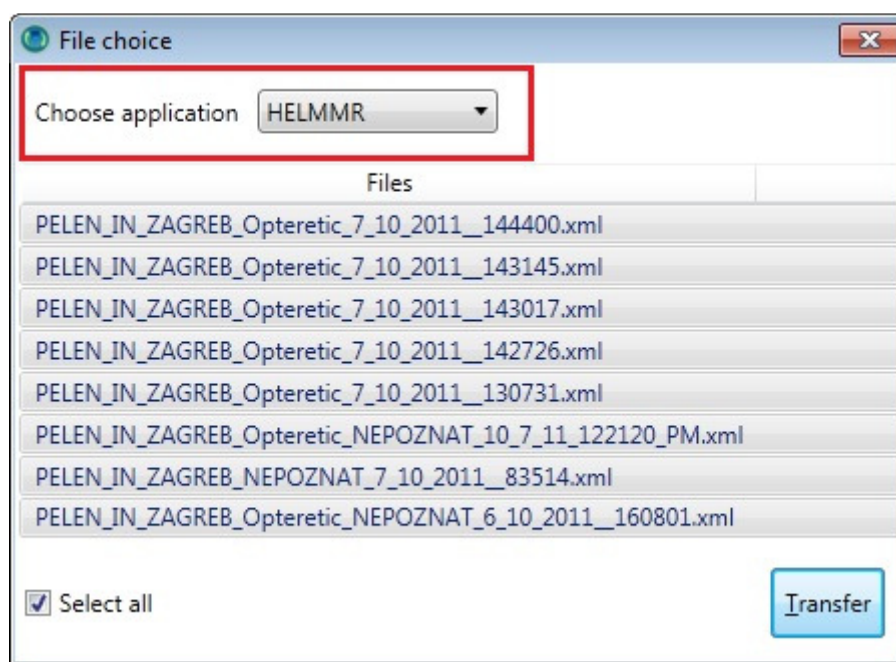


Image 6-12 Choose application

5. Select files from the list that you want to download.

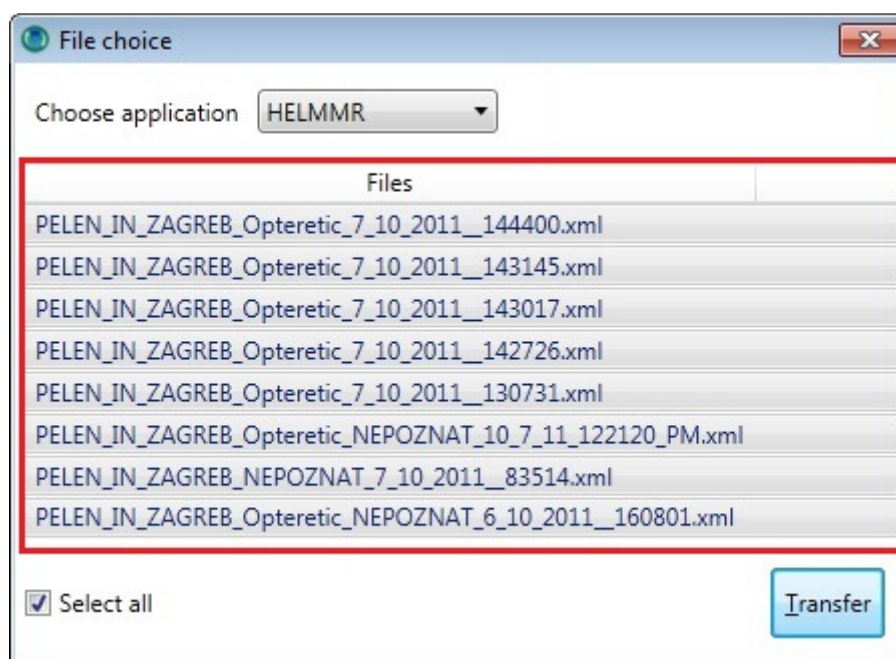



Image 6-13 Select files





By default all files are selected and the „Select all“ check box is checked. If you don't want to download all files, uncheck the check box and only select the files you want to download.

---

6. Click on the  button to start the download.
7. Track the procedure progress by following the check marks.

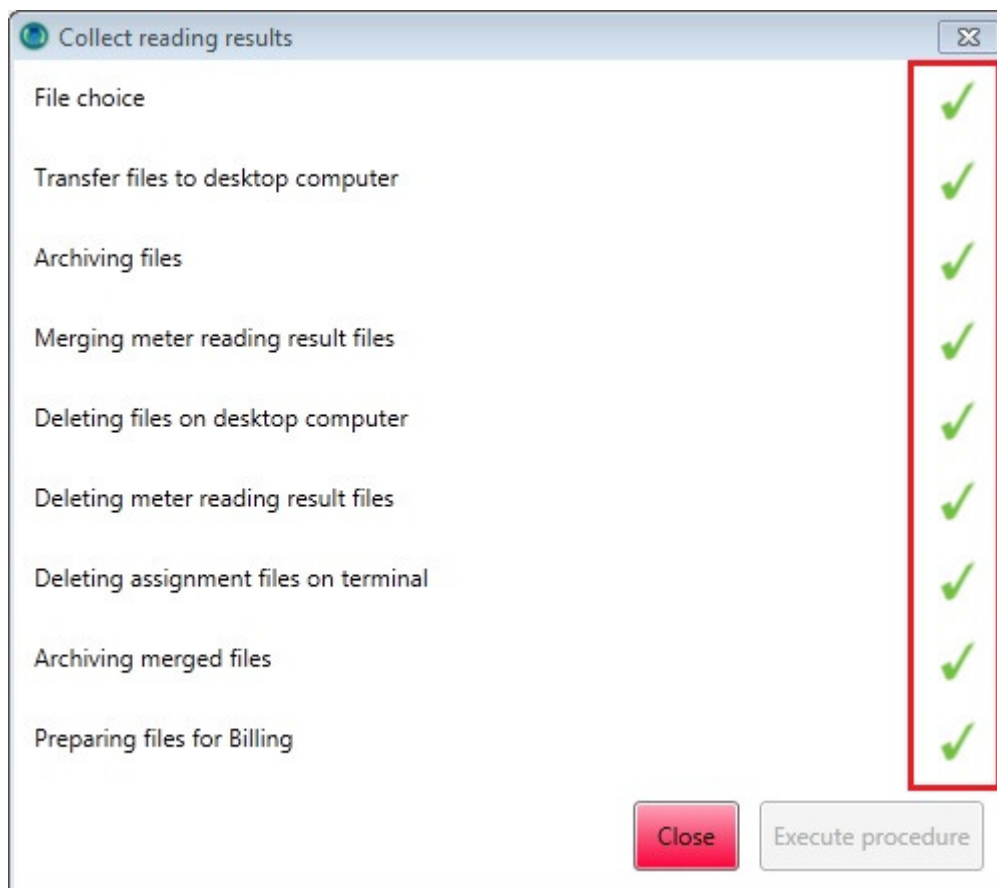


Image 6-14 Collecting reading results procedure progress

8. Click “Ok” to finish the procedure.

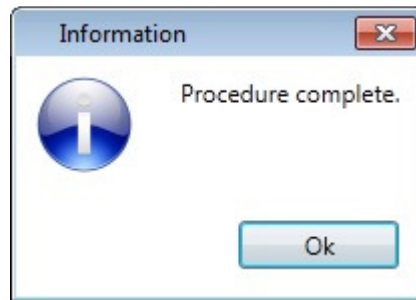


Image 6-15 Procedure complete

## 6.5 Deleting files procedure

To delete assignment files on the terminal the following steps have to be complete:

1. Connect to terminal if not already connected.



2. Click on the button to display the “Delete assignment files” window.

3. Choose application for which to delete the assignment files.

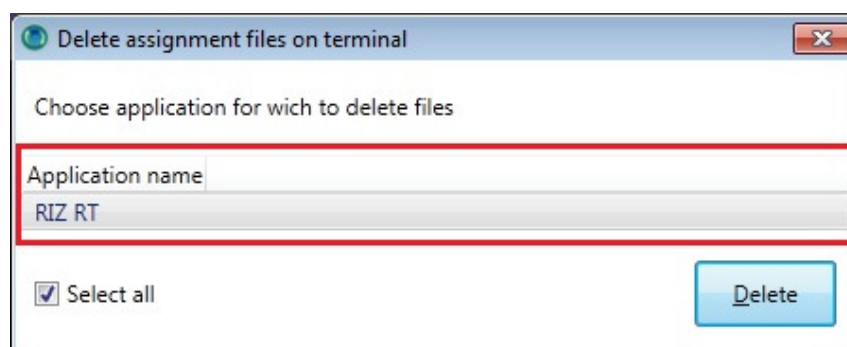


Image 6-16 Choose application

4. Click on the button to delete files for selected applications.

5. Click “Ok” to complete deleting files.

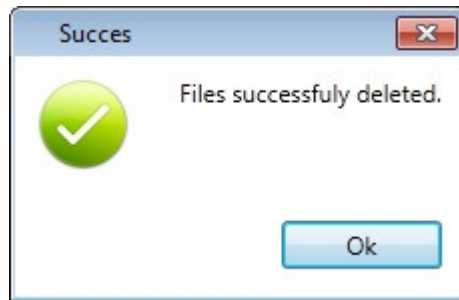



Image 6-17 Files deleted

## 6.6 Installing new applications and keeping versions up to date

### 6.6.1 Installing single application procedure

*Installing single application procedure* is a function that allows users to simply install terminal applications.

To install an application to the terminal following steps have to be completed:

1. Connect to terminal if not already connected.
2. Click on the  button and select the CAB file you wish to install.

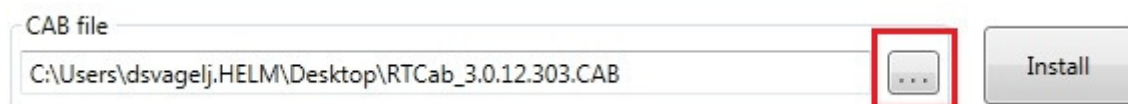



Image 6-18 Choose CAB file you wish to install

3. Click on the  button to start the installation of the selected CAB file.

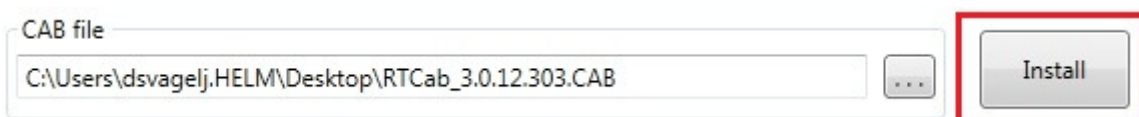


Image 6-19 Click on the “Install” button to start

4. Track the installation progress.

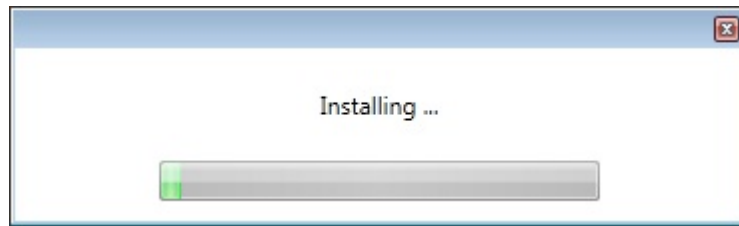


Image 6-20 Installation progress bar

5. Click "Ok" to finish installation.

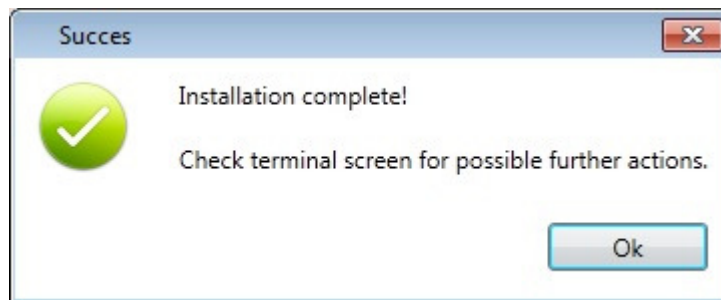


Image 6-21 Installation complete – click OK

6. Check terminal to verify that the application has been installed correctly.

### 6.6.2 Automated application installation and version tracking


*Automated application installation and version tracking* is a function that helps users to track application versions installed on terminal, easily install new applications or upgrade to newer version.



For automated installation to work correct „Manual reading -> Applications“ settings have to be correctly applied. How to edit „Manual reading -> Applications“ settings is described in chapter 5.4.4.

To install an application to the terminal following steps have to be completed:

1. Connect to terminal if not already connected.

2. Click on the  button next to the application you wish to install or upgrade to a newer version.

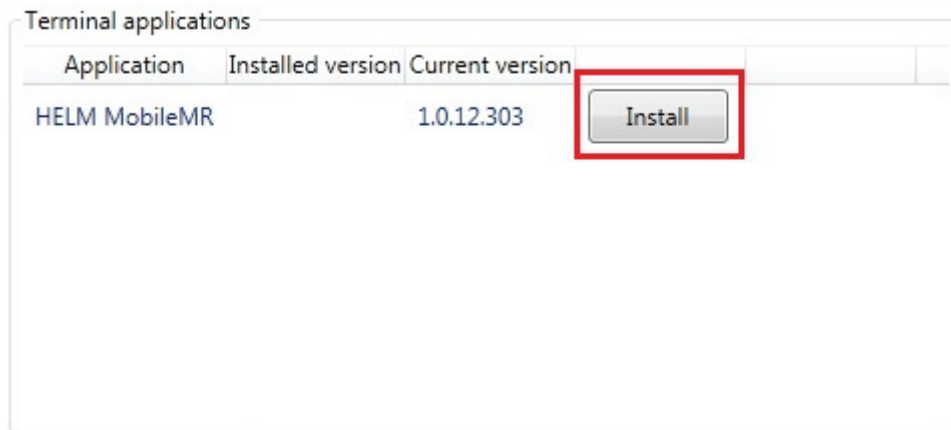


Image 6-22 Automated application installation



The “Install” button will show only for applications that have not yet been installed on the terminal or if there is a newer version available.

3. Same as step 4 of previous chapter “Installing single application”.
4. Same as step 5 of previous chapter “Installing single application”.
5. Same as step 6 of previous chapter “Installing single application”.

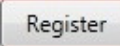
## 6.7 Terminal application licensing procedure

*Terminal application licensing procedure* helps users to easily register *HELM d.o.o.* applications that require to be licensed.



- This function only applies for *HELM d.o.o.* applications.
- For licensing to work correct „Manual reading -> Applications“ settings have to be correctly applied. How to edit „Manual reading - Applications“ settings is described in chapter 5.4.4.

The following steps must be complete to license terminal application:

1. Connect to terminal if already not connected.
2. Click on the  button next to the application you wish to register.

Terminal applications


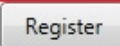







Application	Installed version	Current version	
HELM Mobile DataSync		1.0.5.68	
HELM Mobile MR	1.0.28.350		
HELM Mobile SyncPorts	1.0.2.6		
HELM Mobile Tunnel	1.0.2.10	1.0.2.12	
HELM Mobile ConnManager		1.0.3.40	
HELM FileExecutor		1.0.5.20	
HELM AppManager	1.0.7.19	1.0.7.21	
HELM LEDManager		1.0.0.4	
HELM DBExecutor		1.0.9.34	
RIZ RT		2.0.10.208	

Image 6-23 Licensing procedure

3. In the “Registration” window click on „Collect registration data and send e-mail“ button.



Before this step application registration procedure has to be finished on the terminal side.

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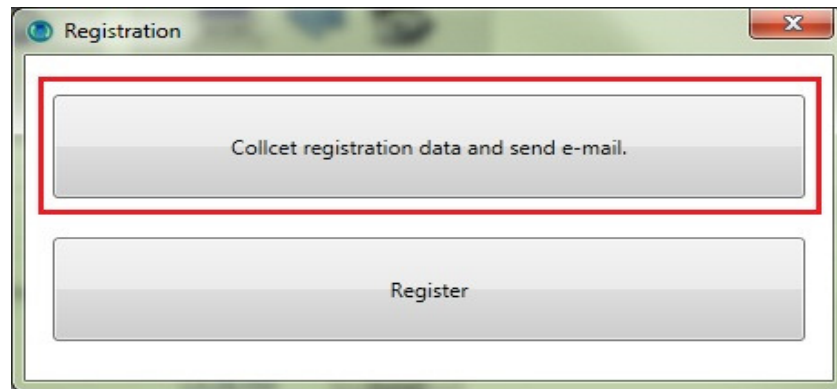


Image 6-24 Licensing procedure - collect license data

4. Your default e-mail client will pop up with license required e-mail ready to be sent. By sending license request e-mail you have successfully completed the first step of obtaining your license key.

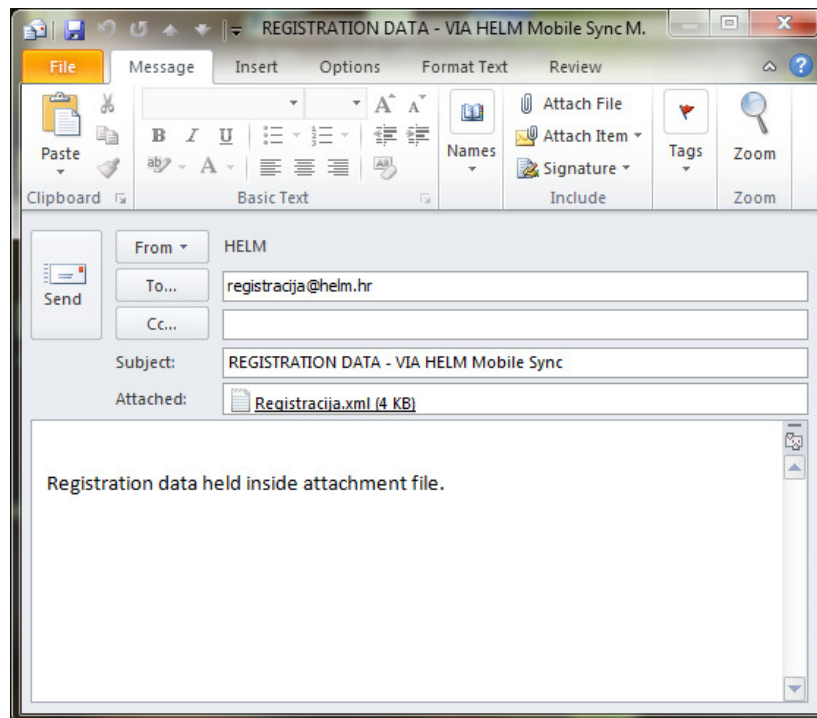


Image 6-25 Licensing procedure - license e-mail

5. After few minutes you will receive an e-mail with your license key.

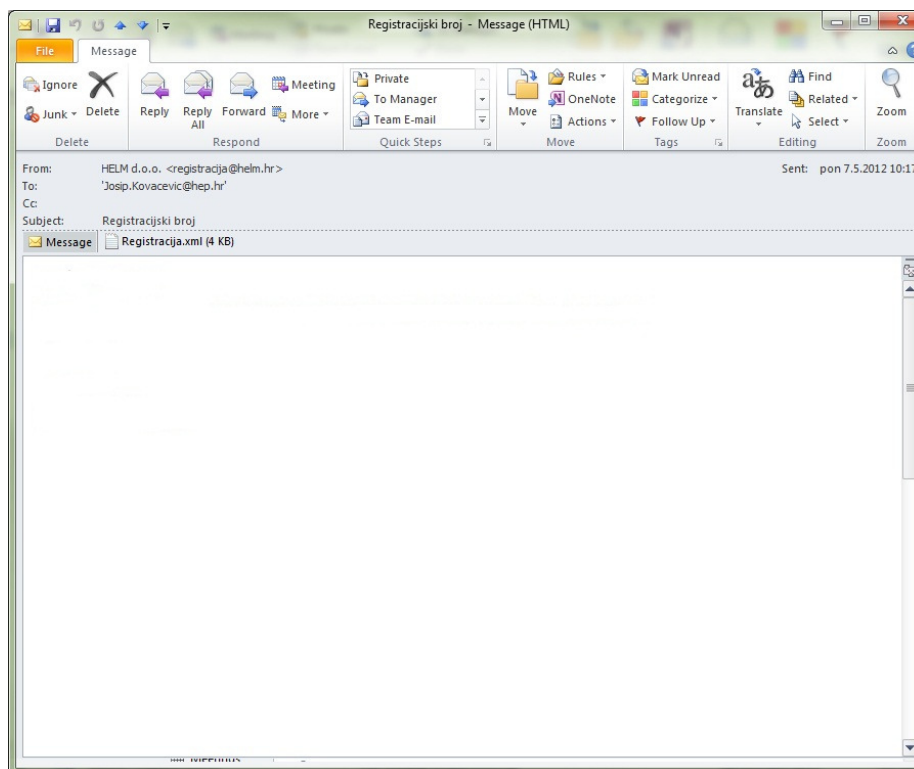


Image 6-26 Licensing procedure - example of an e-mail containing license key

6. Save attached file (Registracija.xml) from received email to the desktop file system.
7. Click “Register” button on the “Registration” window and browse for received XML file.

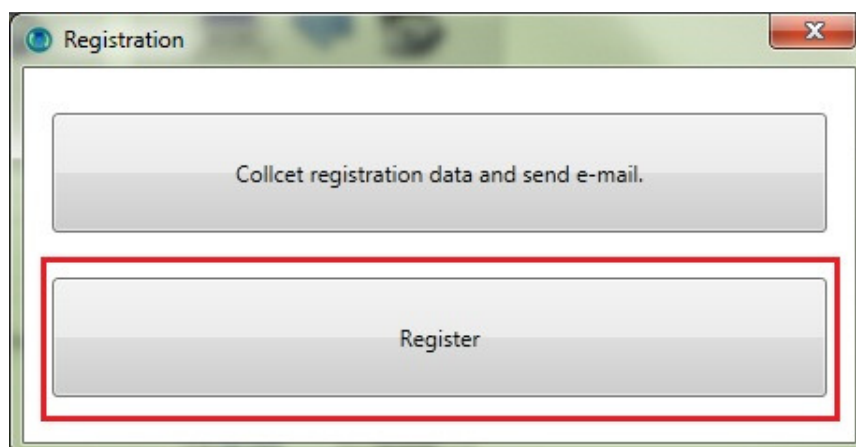


Image 6-27 Licensing procedure - register





Make sure your terminal is connected before clicking on the “Register” button.

---


8. Click “Ok” to close information window.
9. Execute necessary actions on terminal to finish licensing procedure.

## 6.8 Preparing results for *billing* system

This function prepares result files so they can be processed by the ‘Billing’ system.

To execute this function the following steps have to be completed:

1. Connect terminal if not already connected.

2. Click on the  or  to display “Billing” window.

3. Choose file from the list you wish to process.

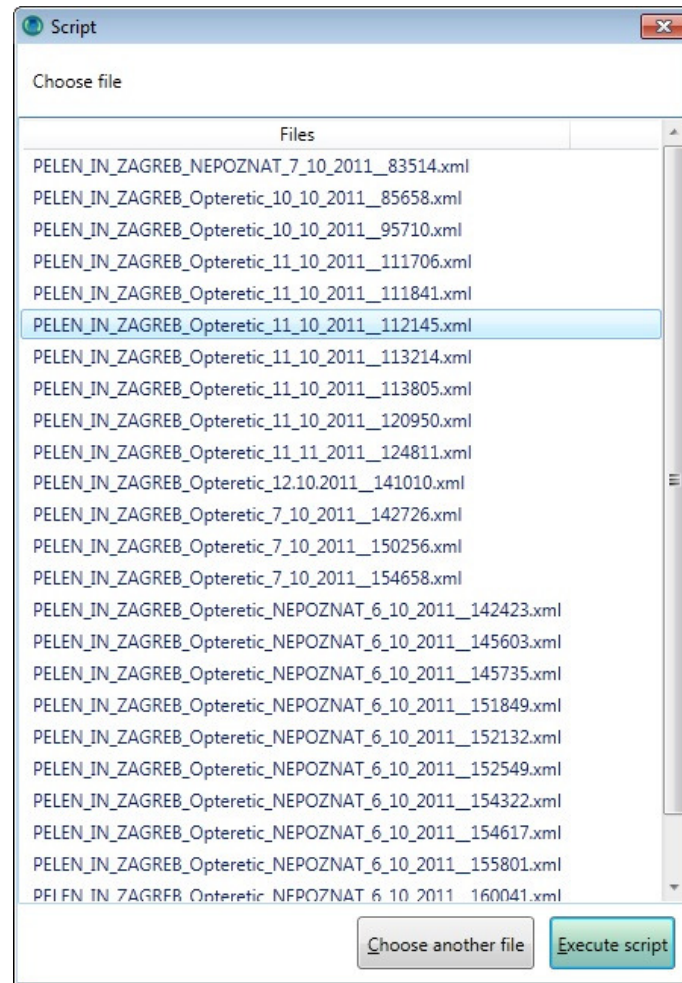
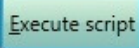


Image 6-28 Billing script window

4. Click on  to process "Billing" files.
5. Click "Ok" to finish.

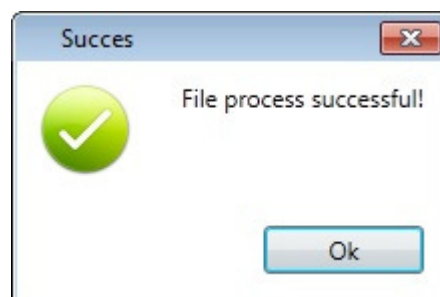


Image 6-29 File process complete



For this function to work properly „Manual reading -> Desktop computer settings -> Folder path to meter reading results on desktop computer“ setting has to be set.

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## 7 De-installation

This section describes how to de-install *HELM Mobile Sync* software tool from the hard disk of your desktop computer.

If the *HELM Mobile Sync* software tool is no longer needed, it should be de-installed.



No de-installation is necessary prior to updating *HELM Mobile Sync* with the latest version. The latest version will be automatically installed over the older version.

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### 7.1 De-installation procedure

#### 7.1.1 Win 7 and Vista

1. Click on “Start”.
2. In the search text box type “Add or remove programs”.
3. Press ENTER.
4. In the program list select *HELM Mobile Sync*.
5. Click “Uninstall”.
6. Follow on screen instructions.

### 7.1.2 Win XP

1. Click on “Start”.
2. Click on “Control panel”.
3. Click on the “Add or Remove programs” icon.
4. In the program list select *HELM Mobile Sync*.
5. Click “Uninstall”.
6. Follow on screen instructions.